



+ ***Firestorm 2003***
Mutual Assistance - Lessons Learned



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Energy 2005 – Long Beach, CA
August 16, 2005*

Overview



- Background
 - Who We Are
 - What Happened
- Lessons Learned

Combined Service Area: SDG&E and So Cal Gas



**Together, we serve a diverse population
from the Mexican border north to Visalia,
From Arizona to the Pacific Ocean.**

- 13 counties, 243 municipalities
- 21.5 million population
- 6 million residential households
- 280,000 small commercial/
industrial customers
- 1,500 large industrial customers



2003: Firestorm



4 counties
California 700,000 acres
400,000 in SD
2,400 homes



Overall



- In hindsight, would not change any of the basic tactics in our response.
- Given what we faced, we did a good job – very little negative response from customers, agencies and the media
- Coordinated effort by the entire company.
- Learned valuable lessons
- Video



Planning and Preparation



- Expand number of MA utilities
 - Existing resources - also impacted
 - Southwest – expand agreements to regions
 - Capabilities – know what they can do
- Comprehensive procedures
 - Clearly spelled roles and responsibilities – who will do what
 - Provisions for expanding procedures - plans set for 20 crews, used twice that
- Accounting Plan
 - In Response to
 - After incident, getting bills paid
- Practice
 - Table tops are fine, but functional exercise is more prudent



During the event



- The Decision to get help
 - Made early on
 - What we thought we would need
- Operational coordination
 - Equipment, weather, time duration
- Logistical coordination
 - Getting poles, meals, things crews needed



Questions?

